

CITY OF SAN ANTONIO



Administrative Directive 7.9 Mobile Phone Policy

Procedural Guidelines Policy and procedures applicable to the work-related use of mobile phone devices

Department/Division Information Technology Services Department

Effective Date October 1, 2012

Project Manager Mobile Communications, ITSD

Purpose

The purpose of this administrative directive is to establish citywide standards and guidelines for the eligibility, use, and responsibilities related to City of San Antonio (City) issued mobile phones and mobile phone allowances.

Policy

The City recognizes that the day-to-day operations of the workforce require voice and data communications and that there is often a need to communicate when access to a regular telephone or computer is unavailable. The City acknowledges that, for certain employees, there are substantial business reasons, other than providing compensation, that require City employees' usage of personal mobile phones or smartphones in connection with carrying out the City's business services. In these instances, mobile phones are a valuable resource for certain personnel to conduct City business in an effective and timely manner. The need and use of mobile phones and services provided in whole or in part with public funds must be in direct support of the assigned duties and responsibilities of the user and support the delivery of municipal services. An employee's use of such technology shall be consistent with the specific requirements set forth in this directive to ensure appropriate, efficient, ethical, and legal use of mobile phones.

Policy Applies To

- | | |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| <input type="checkbox"/> External & Internal Applicants | <input checked="" type="checkbox"/> Current Temporary Employees |
| <input checked="" type="checkbox"/> Current Full-Time Employees | <input checked="" type="checkbox"/> Current Volunteers |
| <input checked="" type="checkbox"/> Current Part-Time Employees | <input checked="" type="checkbox"/> Current Grant-Funded Employees |
| <input checked="" type="checkbox"/> Current Paid and Unpaid Interns | <input type="checkbox"/> Police and Fire Academy Trainees |
| <input type="checkbox"/> Uniformed Employees Under Collective Bargaining Agreements | |

Definitions

Mobile Phone

Wireless telecommunication device that provides for basic voice calling and text messaging.

Smartphone

Mobile phone that includes advanced features such as voice, visual voicemail, apps, Internet services, and email.

Policy Guidelines

1. Generally, the use of mobile phones should be selected secondary to other means of communication – e.g., land-lines, computers, push-to-talk devices and radio devices – when such alternatives would provide adequate but less costly service to the City.
2. Wireless transmissions should not be considered secure. Therefore, employees using City-owned mobile phones or personally owned mobile phones to conduct City business should use discretion in relaying confidential information. Reasonable precautions should be made to prevent vandalism, equipment theft, improper use, and unauthorized access. All devices that are being used for City business must have a passcode or password to lock the device.
3. The City reserves the right to monitor use of all City-owned mobile phones.
4. Department directors are responsible for designating employees to receive City-issued mobile phones or the monthly mobile phone allowance. An eligible employee in a non-Uniform Professional, Managerial, or Executive position shall receive a monthly mobile phone allowance in lieu of a City-issued mobile phone. All other eligible employees shall receive a City-issued mobile phone. Eligibility for a City-issued mobile phone or a monthly mobile phone allowance shall be based on the following criteria:
 - i. *Emergency Call-Back:* Job function requires continuous accessibility for critical City services (e.g., on-call responsibility) and employee does not have convenient access to a land-line; or
 - ii. *Public Safety Operation:* Job function directly supports Police and Fire operations and requires employee to routinely use a mobile phone to be accessible; or
 - iii. *Mobile Work Environment:* Job function routinely requires extended time away from a convenient landline (greater than 2 consecutive hours) and it is essential to the City that the employee be accessible during those times; or
 - iv. *Access to Email/Data:* Job function routinely requires access to email/data outside of office or beyond normal working hours and it is essential to the City that the employee be able to send/receive emails during those times; or
 - v. *Shared Use:* Mobile phone is assigned to multiple individuals, a vehicle, a facility, or used during specific times throughout the year.
5. The mobile phone allowance is designed to offset the cost to the employee for using his/her personal device for City business. The amount of the monthly mobile phone allowance shall be based on the communication requirements of the employee's job. An employee may be eligible for both allowance amounts.

Level	Monthly Allowance	Notes
Data Plan	\$20	Employee must meet "Access to Email/Data" eligibility requirement
Voice Plan	\$30	Expected usage should meet or exceed 100 minutes per month

- i. The approved mobile phone allowance will be paid monthly as part of the employee's paycheck. The allowance will not be considered as taxable income to the employee as it is a reimbursement for the business use of an employee's personal mobile phone. However, this benefit does qualify as "pensionable" compensation and as such is applicable to TMRS contribution totals. This allowance does not constitute an increase to base pay, and will not be included in the calculation of percentage increases to base pay due to salary increases, promotions, etc.
6. On an annual basis, the City Manager will review and decide the mobile device allowances for the Executive Team.

Roles & Responsibilities

Employees:

1. An employee receiving a City-issued mobile phone or a mobile phone allowance is required to provide his/her mobile phone number to department directors, supervisors, and when appropriate, co-workers and other City officials. An employee receiving a mobile phone allowance must notify his/her department director within five (5) business days if the number changes.
2. Personal use of City-issued mobile phones shall be consistent with the incidental personal use guidelines established in the City's Administrative Directive 7.5 relating to Acceptable Use of Information Technology. Any extra costs incurred above what the City would normally pay for such personal use is to be reimbursed to the City. The amount of the reimbursement will be equal to the amount of increase in monthly charges to the City that was caused by the personal calls.
3. An employee receiving a City-issued mobile phone shall sign the Mobile Service Acknowledgement Form recognizing the features included with the mobile phone. Overage costs related to excessive data, voice and text usage may result in disciplinary action and the mandatory repayment of the overage amount is the financial responsibility of the City employee, over and above the base service plan rate.
4. An employee receiving a mobile phone allowance is solely responsible for acquiring his/her own mobile phone, replacing the batteries, maintaining the phone, and paying the mobile phone bill along with all applicable taxes, penalties, and fees.
5. An employee receiving a mobile phone allowance is solely responsible for replacing his/her personal mobile phone within five (5) business days if it is stolen, lost, or damaged. The employee must notify the City of any lost or stolen device so the City may take any action against unauthorized access to City information.
6. An employee receiving a mobile phone allowance must maintain an active mobile phone contract as long as the allowance is in place. When specified by his/her director, an employee may be expected to carry the mobile phone on his/her person both on and off duty and respond when called for City business.
7. An employee receiving the monthly mobile phone allowance that is required to access City of San Antonio email on their personal mobile phone shall purchase equipment compatible with Microsoft Exchange 2007 or later and ActiveSync or equivalent technology. The Information Technology Services Department shall notify employees upon any changes to compatibility standards. ITSD currently supports iPhone (iOS), Android, Windows, and Blackberry smartphones. An employee should contact ITSD if considering any other smartphone operating system types.
8. City business-related calls or data on an employee's personal mobile phone may be subject to disclosure under the Texas Public Information Act. Employees must follow the requirements of policies and directives related to open records, city business related records, and records retention. Employees may request training as needed from the City Clerk, City Attorney's Office or the Communications and Public Affairs Department.

9. Employees receiving a mobile phone allowance may choose a provider and plan design of their choice. Because the employee owns the mobile phone, the employee may use the phone for both business and personal purposes, as needed. Use of the phone in any manner contrary to local, state, or federal laws will constitute misuse, and will result in immediate termination of the allowance. If prior to the end of the mobile phone contract, a decision by the employee, or employee misconduct, or misuse of the phone, results in the mobile phone allowance being discontinued, or the need to end or change the mobile phone contract, the employee will bear the costs of all fees associated with that change or cancellation. For example, if an employee resigns, and no longer wants to retain the current mobile phone contract for personal purposes, any cancellation charges will be the employee's responsibility.
10. Employees receiving a mobile phone allowance are responsible for notifying the City immediately if the monthly bill is less than the City allowance and, upon request by the City, providing recent mobile phone billing statements. Personal phone use may be redacted from the billing statements. Employees will be required to acknowledge this information annually through paperwork submitted to their departmental HR Generalist.
11. Non-exempt or hourly employees receiving a mobile phone allowance will not be expected to utilize their mobile phone for business purposes outside of business hours, unless otherwise stated in their job responsibilities, directed by a Manager, or if the employee is "on call."
12. Employees who abuse this policy for whatever reason may be subject to disciplinary action.

Departments:

1. Department directors are responsible for approving the Mobile Service Request Form for an eligible employee to receive a City-issued mobile phone or a mobile phone allowance.
2. Department directors, or their designees, shall regularly review individual bills of City-issued mobile phones to monitor use and compliance with this directive.
3. Departments directors, or their designee, shall terminate the monthly mobile phone allowance to an employee upon termination, transfer to another City department, change in job duties and responsibilities, or device inactivation.

ITSD:

1. The Information Technology Services Department is responsible for procuring, activating, servicing, and disposing of all City-issued mobile phones.
2. At least annually, the Information Technology Services Department shall review City-issued mobile phone utilization and costs to ensure that mobile phones are assigned efficient service plans.

**Office of
Management and
Budget:**

1. The Office of Management and Budget shall review for approval all designations recommended by department directors on an annual basis to verify employee eligibility and mobile phone allowance amounts.

Forms:

1. Mobile Service Request Form
2. Mobile Service Acknowledgement Form
3. Mobile Phone Allowance – Frequently Asked Questions

This directive supersedes all previous correspondence on this subject. Information and/or clarification may be obtained by contacting the Information Technology Services Department.



CITY OF SAN ANTONIO

EMPLOYEE ACKNOWLEDGMENT FORM FOR

ADMINISTRATIVE DIRECTIVE 7.9 Mobile Phone Policy

Employee:

I acknowledge that on _____, 20____, I received a copy of Administrative Directive 7.9, Mobile Phone Policy. I understand if I should have any questions I should contact my Human Resources Generalist.

Employee Name (Print)

Department

Employee Signature

SAP ID #